Configuration Managers Workshop

Work Group 1

Configuration Management Process Improvement

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Accomplishments

- Handed off the Class I and II proposal to Work Group 3 (FAA Order 1800.66 Updates)

- Handed off the training and awareness outline to Work Group 5 (Configuration Management Training/Awareness)

- Developed and categorized a new CM process improvement initiative list

- Developed outlines and recommendations for two initiatives selected by the group that will support the overall goal of 20% increased efficiency within three years

Process Improvement Initiative List

CATEGORIZATION: Visibility, Process, Organizational, Training/Awareness

1. Reduction of NCP Processing Times – Process
   Test NCPs
   Submit test plan and procedure
   All other NCPs
   Submit complete attachments

   Why? It's a policy requirement that will eliminate rework.
   How? Awareness and education. Report on how many require rework and the duration in rework status.

2. Prescreen Outcome and Process (WEBCM) - Process
   Prescreen Outcome
   If a case file is "disapproved" during prescreening, there is not an option to end the work flow. The only option is to send it to the CCB for them to end the workflow. The policy is written to allow the prescreening organization to end the work flow. WebCM does not comply with the policy.

   Why? Web CM is not consistent with policy.
   How? Change the policy to allow the case file to be sent to the CCB and change WebCM to give an option.

   Prescreen Process – should AOS be involved

3. Comment Processing
   Establish criteria for non-concurrence
   ROC Process (WEBCM) **-** Process
   CM coordinator in loop – web CM conflicts
   Need report for ROC so they are all visible
   Frivilious comments - Training awareness

4. Open NCPs – CCDs
   Closures – Process/Efficiency

5. Complete all Baselines, FPPS TRACON/Tower Baselines –
   Organization/Training Awareness

6. Completion of Regional Facility Baselines – Organization/Training/Awareness
   Complete the baseline process for regional facilities

7. Integrate Safety Management Early into the NCP Process -
   Process/Training/Awareness

8. Eval process/distribution – Process
      Limit Must evaluators to a tailored list

9. TES Program – CM link – Training/Awareness

10. Final review with all comments incorporated into the document – Process/WebCM

11. Enforce review time - Efficiency
      Set/enforce processing times defined in .66

12. Set criteria for change - Efficiency
      Combine multiple changes into one NCP

13. ERBs – Efficiency

14. Electronic drawings/drafting standard - Process

15. Electronic information management - Process

16. CCB consolidation/optimum number of boards - Organization

17. Customer survey - Visibility

18. Link all CM websites to WebCM portal – Visibility/Efficiency

19. NCP originator's or designee need to participate in CCB – Training Awareness

20. CM Information Brochure - Visibility

21. Link CM to NASTEP Audits - Organizational

22. ISR process as it relates to CM items - Organizational

23. MOAs – Tracking – Organizational

24. Method to capture waivers - Organizational

25. NAS CCB Co-chair backups - Organizational

Work Product Outlines

Comment Processing Improvement

Open NCP and CCD Closure Initiative

Comment Processing Improvement

Problem Statement: ROC process is open ended and undefined.

1) Proposed improvement:
    a) ROC duration – Normal: 30 days past the 30 day ME phase
                        Time Critical: 14 days past the 14 day ME phase
                        Urgent: 10 days past the 10 day ME phase
    b) Elevation to CCB co-chairs
    c) CM coordinator/originator must be in the loop
    d) Need report in WebCM for ROC so all comments are visible
    e) Establish comment criteria (non-concurs, elimination of "erroneous comments")
    f) Establish ERBs as necessary

2) Impact of Change:
    a) WebCM work flows need to be revised.
    b) Improved efficiency through shortened NCP processing times.
    c) Achieve Organizational Excellence:
        i)   Cost savings – less resources used
        ii) Schedule adherence – shortened processing time = sooner CCD.
        iii) Customer satisfaction – shortened processing time = sooner CCD.
    d) WebCM work flows need to be revised.
    e) Training
    f) Increased participation/commitment from involved parties
        i)   Documentation updates (including AMS)

3) National or Local Ramifications (what happens if we don't do it):
    a) Continued long processing times
    b) Customer frustration levels remain high
    c) Static inefficiency

4) Proposed Implementation Method:
    a) Management support
    b) Update CM documentation (i.e. CCB Ops Procedures)
    c) Update CM Policy
    d) Update WebCM work flows
    e) Create training/awareness package

5) Documentation that will be impacted by the improvement
    a) Charters (if appropriate)
    b) CCB Operating Procedures
    c) CM Policy
    d) CM Plans
    e) AMS
    f) WebCM Work Flows

6) Schedule/timeline
    a) Short-term: (3 months) Update CCB Charter/Ops Procedures
    b) Long Term (18 months): Update CM Policy, WebCM Work Flows, Creation of training/awareness package
    c) Goal: Reduce NCP processing time by 20% from the date the NCP is assigned to the date the CCD is dispositioned.

Open NCP and CCD Closure Initiative

Problem Statement: Accurate metrics cannot be generated, as the official record (DOCCON) does not reflect the current status of NCPs and CCDs.

1) Proposed improvement:
   a) Post reports to each CCB identifying open NCPs and CCDs
   b) CCB representative to take the lead in clearing backlog (follow up with action offices)
   c) NAS CM to post status of NCPs and CCDs on the NAS CM Organizational Website
   d) Supports the new ATO structure by closing the loop on old information. This will streamline the transition of the CM responsibilities to the new ATO structure ("clean slate").

2) Impact of Change:
   a) Accurate reportable metrics available for management review.
   b) Increased accountability and credibility of the CSA system.
   c) Increased level of effort and resources required
   d) Increased CCB coordination with action offices

3) National or Local Ramifications (what happens if we don't do it):
   a) Lack of accurate information.
   b) Lack of credibility of the CSA system.

4) Proposed Implementation Method:
   a) Just do it!
   b) Management support
   c) Address any awareness issues

5) Documentation that will be impacted by the improvement
   a) NAS-MD-001 to be updated to reflect the outcome of the closure activity.

6) Schedule/timeline
   a) As soon as possible.
   b) Goal: 50% reduction in DOCCON backlog within three years beginning July 1, 2005. This should result in at least a 20% reduction in the average NCP age.